Release Notes

Polycom® RMX™ 500/1000 Systems, Version 2.5.1

This manual is used for the following RMX series systems: RMX 500 with Hardware Version A, RMX 500 with Hardware Version B, RMX 1000 with Hardware Version A, RMX 1000 with Hardware Version C, and the differences among them will be described separately.

Software Version History

Version	Release Date	Features
2.5.1	August 2012	• A new user friendly web user interface, the simple conference management system, is introduced to Polycom RMX500 system with Hardware Version A, with Quick Installation Setup Wizard enhancements. • For existing extended conference management system, its web user interface is available in 12 languages.
2.5.0	March 2012	Internal gatekeeper server (RMX 500 system with Hardware Version A), Internal Global Address Book server (RMX 500 system with Hardware Version A), Quick Installation Setup Wizard (RMX 500 system with Hardware Version A), and 720p30 symmetric full transcoding (RMX 1000 with Hardware Version C only).
2.4.2	September 2011	Installation wizard, English user interface support, traditional Chinese user interface support, and content I frame request filtering which allows users to define a time interval to filter I frame request.

August 2012
3725-82935-001/B

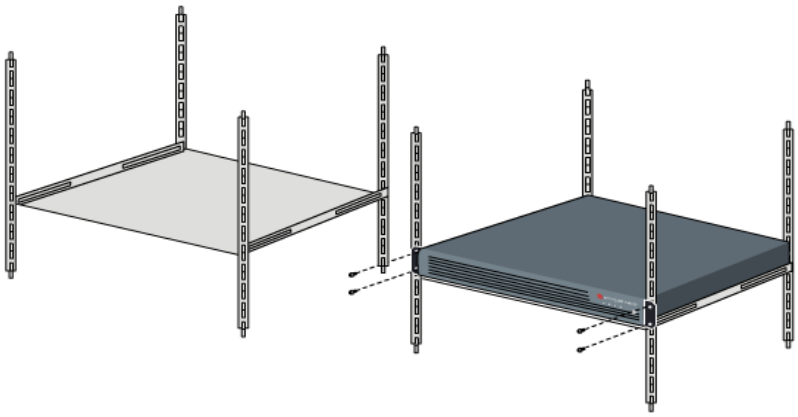
2.4	May 2011	Statistical optimization for resource usage, conference recording enhancements, default conference duration, allows an endpoint to automatically join a conference from the lobby, web management interface, OCS integration, cascading enhancements, stacking enhancements, only video stream 1 is enabled, maximum conference duration, conference operation, voice activation, customized polling enhancements, message overlay enhancements, email enhancements, I frame statistics enhancements, Enhancements to log file diagnostics, 4CIF/4SIF 16 multi-screen mode (RMX 500 Rev A/RMX 1000 Rev A only), display the lecturer's conference name (RMX 500 Rev B/RMX 1000 Rev C only), and H.264 High Profile (RMX 500 Rev B/RMX 1000 Rev C only)
2.3.1	May 2010	V2.3.1 is a version for maintenance, which contains all the functions and features for V2.3 and has solved some of the unsolved issues in previous versions.
2.3	Feb 2010	People video adjustment, using dual streams to replace the videos of the primary channel, audio protocol, stacking, conference naming enhancements, multicasting enhancements, enable P+C, viewers and hosts, encryption enhancements, force a logged-in user to log off, LAN backup, CDR function enhancements, and logging enhancements.

RMX 500/1000 Systems Version 2.5.1 does not support Full Transcoding mode.

Hardware Installation and Setup

Install the hardware and connect the lines as described below.

1. Place the RMX product on a stable surface at the installation site.
2. Remove the device from package
3. Do one of the following:
   - Place on stable, even, and clean surface.
   - Install the device in a rack.
     a. Install rack brackets, supplied by the rack manufacturer, in the rack.
     b. Mount the RMX on top of the rack brackets.
     c. Fasten the RMX to the rack with screws



4 Connect the cables on the back panel of the RMX device.

- **Power Cable**: Firmly insert the plug into the power socket to prevent poor contact.
- **LAN Cable**: Connect to the LAN1 port of the RMX device.

Before disconnecting from the power source, first turn off the power switch for the device.

Do not cut off the power supply or unplug the power cable without turning off the power switch.

Configuration Preparation

Obtain Network Information

Before configuring the RMX for the first time, obtain the following information from the network administrator to configure the RMX on your local network.

- Confirm the IP network type (H.323, SIP or H.323&SIP) and related configuration information.
- Confirm the following information needed to configure the RMX to your local network:
  - IP address
  - Subnet mask
  - Default gateway IP address of the RMX LAN port
- (Optional) DNS server address
- (Optional) Gatekeeper address, and the H.323 prefix and E.164 number to be assigned to the RMX
- (Optional) SIP server address

Obtain Product Activation Key

Before using the RMX system, you need to activate the device. Follow the procedure below to obtain the product activation key. When you power on and log in to the RMX for the first time, the system displays the Product Activation dialog box requesting a Product Activation Key.

1 Go to support.polycom.com.

2 Log in or register for a new account.

3 Select **Licensing & Product Registration > Activation/Upgrade**.

4 Follow the instructions for each step on the page to generate the activation key.

If you are required to enter the License Number and Serial Number for the device, you can find them in the documents included with the purchased RMX device.

5 Record the activation key displayed on the page.

First Time Configuration

To connect your computer to the RMX system

1 Connect your computer to the LAN1 port of the RMX system with a cross-over network cable, or connect your computer and RMX device to the same switch in the LAN. The LAN1 port is enabled by default.

2 Turn on the power switch on the RMX device.

3 Configure the IP address for your computer. The IP address is in the same network segment as the IP address of the RMX system.

The default IP address of the RMX system before delivery is as follows:

- **IP address of the LAN1 port** - 192.168.1.254
- **Subnet Mask** - 255.255.255.0
- **Default gateway IP address** - 192.168.1.1

You can also view the current address information for the device using the RMX Discover tool provided with the device.

To use the RMX Discover tool:

1 Insert the CD into the computer's CD driver.

2 Double-click **RmxDiscover.exe** to install the tool.

3 Click the **Discover** button to display the current address information of the device.

The computer you are running this on is connected to the same subnet.

System Upgrading (Extended Conference Management System)

To upgrade from version 2.x to version 2.5.1

Don't restart the system until the upgrade package is uploaded into RMX 500/1000 systems successfully. Otherwise the upgrade will fail and cause the unavailability of the Web UI. If that happens, you can use the RMX 500/1000 systems Rescue utility provided with the device to restore the upgrade.

1. Download the required software Version 2.5.1 (rmx1k-full-xx.ppm) from Polycom web site.
2. Click **Administration > Upgrade System** and find the upgrade package of software Version 2.5.1.
3. Read the *License Agreement* and select **I Agree** if you accept the terms and conditions.
4. Click **Open** to select the file in the folder where rmx1k-full-xx.ppm is saved and click **Upload File**.
5. After the software is updated successfully, choose **Reboot Later, do not restart the system**.
6. Continue to upload the file as described in Step 4.
7. When prompted whether to restart the system, click **Reboot Now** to restart your system.

System Upgrading for RMX 500 System with Hardware Version A (Simple Conference Management System)

To upgrade the software of your device

>> click **Maintenance > Upgrade System** to enter the system upgrade page.

Reset is required for the configurations on this page to take effect.
I have read and agree to the terms of the The License Agreement.
Select the Path for Software Upload :
Open...
Upload File

New Features in Version 2.5.1

Feature	Description
Multiple language support for extended conference management system	User Interface is available in Simplified Chinese, Traditional Chinese, English, French, German, Japanese, Korean, Russian, Spanish, Italian, Portuguese and Norwegian.
Simple conference management system	• For RMX 500 with Hardware Version A (PN 2200-82814-001), user enters simple conference management system interface at power on. • Enhanced Quick Installation Setup Wizard.

New Features in Previous Releases

New Features in Version 2.5.0

Feature	Description
Internal gatekeeper server (RMX 500 system with Hardware Version A)	The RMX system has been successfully integrated with the internal gatekeeper server from version 2.4.3, which allows endpoints to register RMX system as their gatekeeper, the gatekeeper server only supports address translation and registration (30 registration and 24 calls simultaneously).
Internal Global Address Book server (RMX 500 system with Hardware Version A)	The RMX system has been successfully integrated with the internal Global Address Book server from version V2.5.0, which allows endpoints to register the global directory service or Global Address Book to an RMX system from the endpoint side.
Quick Installation Setup Wizard (RMX 500 system with Hardware Version A)	This feature supports simple conference management systems.
720p30 symmetric full transcoding (RMX 1000 with Hardware Version C)	RMX system supports 720p/30fps full transcoding (FT). This feature is controlled by license and only in version 2.5.0.

New Features in Version 2.4.2

Feature	Description
Installation wizard	Provide installation user interface to make customer installation easier & quickly.
English UI support	Support English User Interface.
TC UI Support	Support Traditional Chinese User Interface.
Content I frame request filtering	Allow user to define a time interval to filter I frame request.

New Features in Version 2.4

Feature	Description
Statistical optimization for resource usage	Optimizes the user-friendliness for the Resource Usage page, and helps users calculate the number of conferences supportable based on the video parameters and enabled functions for the conference to be hosted.
Conference recording enhancements	The RMX V2.4 system can configure the recording parameters on the property pages for conference rooms, reservation conferences and new conferences. It supports the usage of different Polycom RSS recording servers on different conferences and can configure the RSS VRR number used for recording on the RMX system.
Default conference duration	The default conference duration can be set up to 24 hours when a conference profile is created on the RMX V2.4 system.
Allows an endpoint to automatically join a conference from the lobby	When this function is enabled and an endpoint is being dialed into the lobby, the endpoint will join a conference automatically if it has been defined in the invited participant list of the conference which is currently running.
Web management interface	V2.4's Web management interface fully supports Internet Explorer 8.
OCS integration	The RMX V2.4 system integrates with Microsoft OCS V1.0 /2.0, thus enabling conference call communication with endpoint registration at the OCS server.
Cascading enhancements	When a cascading conference is held on the RMX V2.4 system, the user can set the system to automatically end the conference when the upper layer devices have disconnected the conference for a predefined period of time.

Cascading enhancements	When multiple RMX devices are cascaded, the cascaded devices can be set to the following two modes: Root Cascading: this function can be used only on root devices. When this mode is enabled, a conference held on the device canappointtheoneparticipantwhocansenddualstreams. Slave Cascading: this function can be used only on slave devices to enhance the video quality received by those devices during cascading. When this mode is enabled, a conference held on the slave device will be automatically set to Lecture mode, with the master device being set as the lecturer so that the slave device can send video from the conference endpoints or receive video from the master device side.
Cascading enhancements	Allows users to specify the one participant who can send dual streams in a cascading conference.
Stacking enhancements	The RMX system supports conference polling when stacked.
Only video stream 1 is enabled.	For RMX 500 Rev A and RMX 1000 Rev A systems, a conference can be configured to enable the parameters for only one channel of video stream. For RMX 500 Rev B and RMX 1000 Rev C systems, a CIF conference can be configured to enable the parameters for only one channel of video stream.
Maximum conference duration	The maximum conference duration is 720 hours (30 days).
Conference operation	Allows users to manually move a participant to another video stream channel in the conference.
Voice activation	The minimum voice activation duration can be set to 1 second.
Customized polling enhancements	Allows users to drag and adjust the polling sequence in the polling list.
Message overlay enhancements	Message overlay length during a conference can be set up to 50 characters.
Email enhancements	Allows users to use the internal email server to send and receive conference notification emails.
I frame statistics enhancements	Provides statistics for all I frames as well as the recently requested ones, and an accelerated refresh frequency for real-time display.
Enhancements to log file diagnostics	Used to provide information on the kernel log information recording system when the kernel is initiated or in abnormal running condition, so as to facilitate the error diagnostic procedure.

4CIF/4SIF 16 multi-screen mode *(RMX 500 Rev A/RMX 1000 Rev A only)*	When this function is enabled, a 4CIF/4SIF conference can support up to 16 multi-screen windows, with the number of system supportable 4CIF/4SIF conferences being reduced half off.
Display the lecturer's conference name *(RMX 500 Rev B/RMX 1000 Rev C only)*	Allows the lecturer's conference name to be displayed at endpoints which are on the same video stream channel as the lecturer.
H.264 High Profile *(RMX 500 Rev B/RMX 1000 Rev C only)*	Supports the H.264 High Profile coding/decoding algorithm, with less bandwidth required for implementing the same video resolution quality as the old one.

New Features in Version 2.3.1

V2.3.1 is a version for maintenance, which contains all the functions and features for V2.3 and has solved some of the unsolved issues in previous versions. For details, see *V2.3.1 Fixed Issues* on page 1-16.

New Features in Version 2.3

Feature	Description
People video adjustment	Allows users to use two methods to adjust the people video: • One is to keep the original ratio and adjust the video without cropping so that it fits the display pane; any remaining space between the video and the pane is filled with black boxes. • The other one is to keep the original ratio and adjust the video so it accurately matches one of the orientations of the pane dimension; image will be centered by way of cropping.
Using dual streams to replace the videos of the primary channel	When this function is enabled and dual streams are sent in a conference, the system will use contents videos instead of conference videos to send to endpoints which do not support H.239 so that contents videos instead of conference videos can be watched on such endpoints.
Audio protocol	Allows users to set system-supported audio algorithms.
Stacking	Allows two RMX devices to be stacked so as to extend the resource capability of a single device to support more conferences and participants.
Conference naming enhancements	Allows users more customization of the conference names displayed on the conference screen. For example, users can define the font size, color schemes, display position, display strategies, etc.
Multicasting enhancements	Allows users to enable I frame suppression on multicasting.

Enable P+C	Allows you to enable P+C for the system so that the ViewStation endpoint can send and receive dual streams in a conference.
Viewers and hosts	Users can define the viewers and hosts in a conference. Viewer endpoints can always display the conference video of the host, no matter what multi-screen mode strategy is used.
Encryption enhancements	Users can enable stricter rules for setting Web page login passwords; passwords must consist of letters, numbers and special characters with a length of 8-40 characters. Users can enable more complex encryption algorithms for Web page login password to ensure its secure transmission over the network. In this mode, the HTTPS protocol will be used to establish an SSL security connection with the client.
Force a logged-in user to log off	An administrator can use the Web page to force a log-off of any currently logged-in operator or chairperson.
LAN backup	Allows you to use the system's LAN2 port as the backup of the LAN1 port so that the LAN2 port can load-balance with the LAN1 port or take over the network data transmission work when the LAN1 port is unavailable.
CDR function enhancements	Provides CDR record of report types for users to download.
Logging enhancements	Users can view & download separate logs for system behavior and user Web page operations.

V2.5.1 Fixed Issues

Issue ID	Description
DSTC-831	When operator tried to access RMX 1000 with Hardware Version C through web interface, RMX 1000 system sent an alert “MCU is not responding”. This issue has been fixed.
DSTC-848	When high profile was enabled, lip sync issue was found on RMX 1000 with Hardware Version C. This issue has been fixed.
DSTC-855	Participants failed to connect due to lack of audio resources. This issue has been fixed.
DSTC-858	If auto-scan feature was enabled on RMX 1000 system, frozen lecturer video was received, you need to reboot the system to fix this problem. This issue has been fixed.

DSTC-867	RMX 1000 system disconnected all participants and web consoles for a conference, after 3 minutes, the RMX 1000 system automatically opened a new conference and reconnected all participants. This issue has been fixed.
DSTC-883	Participants who joined conferences by hall could not hear audio from MCU occasionally. This issue has been fixed.
DSTC-992	Font size of RMX 500/1000 systems looked different from RMX 2000 system. This issue has been fixed.

V2.5.0 Fixed Issues

Issue ID	Description
DSTC-770	Davinci_video_cop process crashed when PVX or M100 connecting conference and people video adjustment was configured with NONE in conference template. This issue has been fixed.
DSTC-741	When MCU called the range of IP address from192.168.0.10 to 192.168.10.10, the MCU created a new cascading conference by itself. This issue has been fixed.
DSTC-744	MCU hot-standby function did not work if only hot-standby license activated, after hot-standby and Cluster license activated together, hot-standby worked. This issue has been fixed.
DSTC-667	Audio distortion was observed by only RMX500C working at Siren14 & G722.1c, this issue was reproducible in lab. This issue has been fixed.

V2.4.2 Fixed Issues

Issue ID	Description
DSTC-528	When changed CP view object, lecturer saw blue background for 1 second. This issue has been fixed.
DSTC-533	RMX1048 alert " Resource is not enough " while participants quantity reach 46. This issue has been fixed.
DSTC-542	I frame Suppression' function of conference profile was set 40ms, but actuality was 10-20ms. This issue has been fixed.
DSTC-558	One of slave MCU could not hear audio from master MCU occasionally. This issue has been fixed.

DSTC-566	Some participant could not hear sound in some condition. This issue has been fixed.
DSTC-578	EP dialed in meeting room, could not get IVR messages or video in different conference mode. This issue has been fixed.
DSTC-586	The MGC-100 cascaded secondary when two MCU tested cascading conference (RMX1000 and MGC-100). This issue has been fixed.
DSTC-589	Setting VSX7000e in stream 3 as lecturer, it caused MGC cascading link in stream 3 become secondary as well. This issue has been fixed.
DSTC-591	Conference was disconnected automatically; conference was re-connected automatically after 1 minute. This issue has been fixed.
DSTC-595	Failed to access RMX1000 for 30 seconds by WEB UI when conference disconnect suddenly. This issue has been fixed.
DSTC-601	Most EP received picture that was back screen. This issue has been fixed.
DSTC-602	RSS2000 automatically disconnected from RMX1000 conference two times, after disconnected, RSS2000 could be connected manually. This issue has been fixed.
DSTC-609	Frozen video observed in a cascading call hosted by RMX1000. This issue has been fixed.
DSTC-610	All EPs were disconnected from on-going conference. This issue has been fixed.
DSTC-611	No any conferences ran on master MCU, the host standby was implemented in the night. This issue has been fixed.
DSTC-617	RMX1000 not responding. This issue has been fixed.
DSTC-620	Endpoint dropped during conference. Could not dial into conference and dial out to endpoint. This issue has been fixed.
DSTC-621	Could not dial into conference and dial out to endpoint. This issue has been fixed.
DSTC-622	ALL EP in the MCU could not hear from rmx4000 cascading link sound. This issue has been fixed.
DSTC-623	Could not access RMX1000/RMX500C by other port except 80 port. This issue has been fixed.
DSTC-626	The MCU lost large numbers of packet when sent content. This issue has been fixed.
DSTC-627	Endpoint dropped during conference. This issue has been fixed.
DSTC-631	Abnormal hot standby behavior. This issue has been fixed.

V2.4 Fixed Issues

Issue ID	Feature	Description
MCS-1596	Stacking	After backing up and importing the configuration file for an RMX device into another RMX device which had been configured as null, those two RMX devices could not establish a normal stacking relationship among them. This issue has been fixed.
MCS-1598	Stacking	In Stacking mode, the FECC function was unavailable after switching between the Same Layout mode and the Lecture mode several times. This issue has been fixed.
MCS-1599	Stacking	You used RMX 500 Rev A for stacking, established a 720P conference and then called the connection endpoint. You sent dual streams and shut down the dual streams when you saw them, and then you hung up all of the endpoints. At this time any endpoint you called in this conference could only show audio connections. This issue has been fixed.
MCS-1600	Stacking	In Stacking mode, you could not use automatic polling. This issue has been fixed.
MCS-1601	Stacking	In Stacking mode, when an endpoint was called and hung up too frequently, you may not hear the voice from the endpoint. This issue has been fixed.
MCS-1606	Stacking	In Stacking mode, after several master-slave switching operations in the RMX system, the service IP may become invalid. This issue has been fixed.
MCS-1637	Stacking	RMX500 Rev A could only support one device after stacking. This issue has been fixed.
MCS-1684	Profile	When the conference profile was configured as 4CIF with a 4:3 width/height ratio, the saving operation could not be performed. This issue has been fixed.
MCS-1685	Signaling negotiation	When the conference width/height ratio was set to 4:3, the endpoint could only receive sound and no image would be displayed. This issue has been fixed.
MCS-1677	Cascading	When a master MCU was switching its multi-screens continuously, the multi-screens at the endpoints did not change accordingly. This issue has been fixed.
DSTC-388	Cascading	When the conferences on a master MCU were set to use Same Layout and are in the 2x2 multi-screen modes, the slave device which had been cascaded could not transmit its audio to the master device. This issue has been fixed.

DSTC-378	Cascading	In a cascading conference, when a participant on the master MCU sent out the H.239 dual streams, the video transmission frame rate for the lecturer on the master MCU was reduced to 3-8fps, and the frame rates for the videos received from all of the endpoints on the MCU were reduced too. This issue has been fixed.
DSTC-413	Cascading	In the cascading mode, the system's Web management interface would automatically log off IE, the conferences would be deleted automatically and all of the endpoints which had joined the conferences would be automatically disconnected. This issue has been fixed.
DSTC-465	Cascading	In the cascading mode, discontinuous audio was occasionally received from the endpoint on MCU. This issue has been fixed.
DSTC-490	Cascading	In a cascading conference, when the endpoint on a master MCU sent out dual streams, the video transmission rate was only 32kbps and the frame rate was only 2-3fps. This issue has been fixed.
DSTC-485	Cascading	In the cascading mode, you could not see the videos on the master MCU which had been sent from one of the endpoints on the slave MCU. This issue has been fixed.
DSTC-476	Cascading	When a cascading conference was held on RMX 1000 Rev A, you only saw a frozen screen. This issue has been fixed.
MCS-1594	Web management	The CDR status information on the system's Chinese Web page was in English. This issue has been fixed.
DSTC-385	Web management	The CDR files on the RMX 1000 Rev A system could not be correctly sorted by their date and time fields. This issue has been fixed.
DSTC-428	Web management	Unable to log into the system's Web management interface. The MCU had no response. This issue has been fixed.
DSTC-468	Web management	When a PVX endpoint with a Chinese conference name joined the conference, the Web management interface for RMX 1000 Rev A stopped its automatic refreshing of the connection status. This issue has been fixed.
DSTC-435	NAT	When the NAT function was enabled, MCU automatically disconnected some of the endpoints which had joined the internal network. This issue has been fixed.

DSTC-441	Hot standby	When hot standby was used, only one participant from the address book could backup from a master MCU to a slave MCU. This issue has been fixed.
DSTC-421	Conference connection	Only 5 participants could access the RMX 500 Rev A system which had 12 activated points in a single conference. This issue has been fixed.
DSTC-450	Conference connection	In a conference call, all participants were disconnected by the system. This issue has been fixed.
DSTC-479	Conference connection	A conference was automatically disconnected prior to expiration and then established again immediately. This issue has been fixed.
DSTC-447	Interoperability: CMAD	When CMAD was connecting to a conference by dialing into the system lobby, CMAD would join the conference as pure audio if a password had been set for the conference. This issue has been fixed.
DSTC-432	Interoperability: RADVision	When an RMX system was cascaded with the RADVision MCU, the conferences held on RMX could not send dual streams. This issue has been fixed.
DSTC-459	Interoperability: RMX2000C	When cascaded with RMX 2000C, the RMX 1000 Rev A system may become a pure audio connection if the conference's multi-screen settings were changed on RMX 2000C. This issue has been fixed.
DSTC-483	Interoperability: RMX2000C	When cascaded with RMX 2000C, the videos on RMX 1000 Rev A froze if the conference's multi-screen settings had been changed from a single window to multiple windows. This issue has been fixed.
DSTC-439	Interoperability: LDAP	Failed to register RMX 1000 Rev A with Microsoft LDAP. This issue has been fixed.
DSTC-477	Interoperability: RMX2000	The participants on RMX 2000 sometimes could not receive audio from RMX 500 Rev A, while the participants on RMX 500 Rev A could receive audio from RMX 2000 normally. This issue has been fixed.
DSTC-455	Conference video	In a conference, when you changed your multi-screen layout to 16 multi-screen windows, your screen's multi-screen layout automatically switched to a single window with a video quality of QCIF. This issue has been fixed.
DSTC-494	Conference video	The participants in a conference could not receive their videos until the system restarted. This issue has been fixed.
DSTC-478	Conference audio	All of the endpoints in a conference could not hear the lecturer's voice. This issue has been fixed.

DSTC-515	Overlay	When message overlay was used, the video's background pictures got overlapped with each other. This issue has been fixed.
DSTC-504	Automatic polling	When a conference was in a 2 multi-screen layout and one of the windows had been set to do automatic polling, the conference video displayed in turn sometimes may be out of synchronization with the conference name. This issue has been fixed.
DSTC-460	Automatic polling	If a conference is in 1+5 Same Layout mode and one of the polling conferences had met the voice activation conditions, the polling conference would switch to the main window. This issue has been fixed.
DSTC-518	Content Token	When dual streams were sent in a connection speed of 1280kbps, the bandwidth for a dual stream could be up to 1M. This issue has been fixed.
DSTC-524	Content Token	When the dual stream sender and receiver were in different video streams, the time for the receiver to receive his/her dual stream would be delayed for more than 4-6 seconds. This issue has been fixed.
DSTC-536	Automatic re-invitation	MCU could not save the automatic re-invitation settings in a conference profile. This issue has been fixed.

V2.3.1 Fixed Issues

Issue ID	Feature	Description
DSTC-337	Hardware Monitoring	The hardware monitoring system for MCU sent out an alert, indicating that the control processor was in a 100% utilization status. However, you still could use it. This issue has been fixed.
DSTC-345	Call	When VVX1500 was calling RMX1000 Rev A, the correct conference ID had already been included with the dial-in number. However, the call was still rejected by RMX 1000 Rev A because of invalid conference ID. This issue has been fixed.
DSTC-344	Call	When you saw a participant on RMX who uses only audio connection, you would be reminded that the MCU connection had been disconnected if you were calling RMX from MGC, and would be automatically logged off the Web management page when clicking OK. This issue has been fixed.

DSTC-359	Audio	When a conference was in progress, the participants could not hear any voice until rebooting the MCU. This issue has been fixed.
DSTC-357	Viewers and hosts	When you chose different viewing objects for viewers and lecturers, the name of the endpoint site would be displayed incorrectly. This issue has been fixed.
MCS-1565	Address Book	If two participants from an address book had same IP addresses but different names, you could not invite them to join your conference at the same time. This issue has been fixed.

V2.3 Fixed Issues

Issue ID	Feature	Description
DSTC-289	Content Token	When a non-speaker sent out Live Video dual streams, he would find that the data rate had exceeded the limit. This issue has been fixed.
DSTC-288	Polling	After the polling function was enabled in a multi-screen conference, you would find that the screen blinks every time you tried to do conference polling. This issue has been fixed.
DSTC-255	Meeting Rooms	The participant saw that his/her data had been negotiated into pure audio when dialing into a meeting room. This issue has been fixed.
DSTC-250	Multicasting	When you ran multicasting software on your PC, you saw the I frames were refreshed once per second. This issue has been fixed.
DSTC-249	Cascading	In the cascading mode, the default conference duration was still 2 hours when the master RMX 1000 Rev A was calling its slave devices. This issue has been fixed.
DSTC-240	Cascading	After setting slave cascading strategies, you could not set lecturers for slave devices. This issue has been fixed.
DSTC-248	CDR	The dialing direction for a call was incorrectly recorded on CDR. This issue has been fixed.
DSTC-242	Video	In a video conference held by RMX 1000 Rev A, the bandwidth and frame rates had become pretty low in values. This issue has been fixed.
DSTC-227	Video	Users saw substantial packet loss during a conference. This issue has been fixed.

DSTC-281	Hot standby	In master-slave switching, you could not backup the users created by the master RMX 1000 Rev A. This issue has been fixed.
DSTC-280	Hot standby	In master-slave switching, only one participant in the meeting room could be backed up to the slave machine. This issue has been fixed.
DSTC-279	RSS interoperability	RSS was dialed into a conference as an endpoint and would be automatically offline when being locked for 30 seconds. This issue has been fixed.
DSTC-232	Tandberg880 interoperability	Calling Tandberg880 could only be negotiated to have a capacity of H.263 CIF 128K. This issue has been fixed.

V2.5.1 Known Issues

Issue ID	Found in Versions	Description	Workaround
MCS-2248	2.5.1 simple conference management system	• If no CP resources are available, the system automatically switches to the video switching conference. • Once switched to video switching conference, when clicking **Conference List > Control**, you can see **Video Switching Conference** after the **Conference ID**, and **Change Layout** becomes invisible.	
MCS-2251	2.5.1 simple conference management system	In RMX system's address book, if endpoint names contain Chinese characters, when the endpoints register to RMX system's built-in GAB server, mess codes display in endpoints' directory list.	Use English names in RMX system's address book.
MCS-2195	2.5.1 extended conference management system	The PVX endpoint cannot receive content from RMX 1000C with SIP call.	

MCS-2280	2.5.1 extended conference management system	If you dial into a RMX conference from an endpoint with SIP protocol, call rate shown on endpoint's web interface may be different from that on RMX system's web interface.	
MCS-2283	2.5.1 extended conference management system	Under hotstandby mode, SIP call cannot be reconnected automatically on the slave RMX device when switching between master and slave RMX devices.	Manually disconnect the endpoints and then reconnect them from the RMX system.
MCS-2301	2.5.1 extended conference management system	In stacking mode, there is possibililty that the confernece number of 720p, 4CIF, and CIF in stacking mode does not double the number supported by a single RMX device.	
MCS-2303	2.5.1 extended conference management system	If the default profile is set at 64k with H.323 protocol, dialing from Polycom m100 device into the RMX system takes 30 seconds	Use default profile with call rate higher than 64k.
MCS-2307	2.5.1 extended conference management system	When cascaded with HDX system's internal MCU, black screen displays on cascaded HDX system.	
MCS-2308	2.5.1 extended conference management system	In a cascading mode call that uses a profile with the root/slave policy enabled, other participants are not able to require the content sharing token if a participant is already sharing content.	Tell users to attempt to share content only when no other participant is sharing content or manually assign the content sharing token to a participant who wants to share content.
MCS-2313	2.5.1 extended conference management system	In cascading mode which enables root/slave policy, when enabling same layout on the root RMX device, if you change the lecturer on the slave RMX device manually, wrong site name shown on endpoints.	Do not use same layout on root RMX device if user changes the lecturer on slave RMX device manually. Enable lecturer mode on the root RMX system.

Previous Known Issues

Issue ID	Found in Versions	Description	Solution
MCS-2042	2.5.0	To get the best experience when working with the RMX system's web interface, make sure that you are using Internet Explorer 7.0 or 8.0.	
MCS-2133	2.5.0	The IP addresses for the LAN1 and LAN2 settings cannot be switched.	
MCS-2134	2.5.0	When RMX systems and HDX systems are registered to the same CMA™ gatekeeper, users cannot add participants via dial string E.164 (RMX) +conference ID*E.164 (endpoint) if they are dialing into a predefined conference.	
MCS-2163	2.5.0	The LDAP registry does not support special characters such as %^&* or (.	1. Access the address book through the Global Address Book. 2. In the CMA LDAP server, have the user generate an ID and password that does not include special characters. Then, use the new ID and password to download the address book.
MCS-2167	2.5.0	In a video conference with four video stream channels using Lecture Mode, switching the lecturer between endpoints sometimes causes the lecturer's monitor to display a mosaic instead of the picture.	Click **Apply** after switching the lecturer. After a couple of seconds, click **OK**.
MCS-205	2.4	If Far End Camera Control (FECC) input is too fast, RMX1000 system is unable to identify the input as FECC.	
MCS-1006	2.4	When sending content from a Tandberg system to other endpoints in a video-switched conference, RMX systems cannot receive data.	
MCS-1767	2.4	When RMX 500 Rev A/RMX 1000 Rev A is frequently called or disconnected, the system may have no response.	None.

MCS-1808	2.4	If AES encryption is enabled for a conference, a call may be disconnected when you drag and move an endpoint from the current video stream to another video stream channel.	Disable AES encryption in the relevant conference profile.
MCS-1814	2.4	Content cannot be transmitted to RMX 2000 systems if endpoints are connected to video stream channels at less than 768kbps.	Set the stream connection rate to 768kbps or higher.
MCS-1818	2.4	When a 1080p conference is held on RMX 500 Rev B/RMX 1000 Rev C, and if one of the endpoint networks connected to the 1080p video streams has severe packet loss, other HDXV2.6.0/2.6.1 endpoints within the same channel may have blurred screens.	Use the HDX V3.0.0.2 endpoint instead.
MCS-1831	2.4.2	The warning message should display after click the first GUI's OK button.	
MCS-1861	2.4.2	The error message from IE7, when add the profile.	Upgrade IE to Version8.
MCS-1878	2.4.2	The operation log for route and intranet log were recorded at the same time, when change the route configuration.	Ignore the redundant operation log.
MCS-1891	2.4.2	Could not trigger the operation log via COMMAND LINE.	Use webui to configure RMX.
MCS-1893	2.4.2	Use after master cascading link disconnected, cannot delete conference.	
MCS-1896	2.4.2	Could not trigger the IVR operation log, after update IVR Setting.	Use webui to change IVR setting.
MCS-1912	2.4	The PVX system’s Chinese name does not display correctly in the web interface.	Use the English name.
MCS-1917	2.4.2	Registered to GAB, received address book form GAB, wait 10-20min, webui reported proxy fail.	
MCS-1919	2.4	The PVX system's Chinese name does not display correctly if the RMX system has not enabled the site name setting in the conference properties.	Use the English name.
MCS-1920	2.4	The PVX system's Chinese name does not display correctly in the local interface.	Use the English name.

MCS-1921	2.4.2	The NTP time could not display on time, need to reopen to check.	After Sync time via NTP, reopen RMX Time to check RTM time.
MCS-1926	2.4.2	RMX Multicast Player English version > "License Agreement" font size is too big, does not looks elegant appearance in WIN7 English version compared with WIN.	
MCS-1928	2.4.2	VSW conference > multicast stream does not change and synchronous with video layout setting in same layout.	
MCS-1933	2.4.2	video_cop or davinci_video_cop progress will crash if set participant name to 32 character or more and set font size to 30 or more bigger.	Suggest to set font size <30 and name <32 character
MCS-1947	2.4	When an RMX 1000 system is in a conference with a VSX 8000 at 768 kbps, the RMX system appears to receive H.264 4CIF at 25 fps, but VSX systems support H.264 only at 4CIF at 12 fps or 2CIF at 25 fps.	
MCS-1951	2.4	When switching an H.263 video conference in lecture mode to an H.264 video conference in lecture mode, the non-lecturer monitor on a different video stream channel does not display site names when users first click **Apply**.	Click **Apply** again.
MCS-1952	2.4	In a video conference using H.263 in lecture mode with a 1*1 layout, if you move the lecturer to another video stream channel and specify participants from different streams, the non-lecturer monitor does not display site names.	

Interoperability

Type	Manufacturer	Product	Release Version
Endpoints	Polycom	HDX Series	3.0.5
		VSX Series	9.0.6.2
		QDX 6000	4.0.3
		CMA Desktop	5.2.3
		VVX	3.3.1.0933
		RPM for Android	1.3
		RPM for IOS	1.3
		Telepresence m100	1.0.4
MCUs	Polycom	RMX 2000	7.6.1
		MGC	9.0.4
Gatekeeper	Polycom	Path Navigator	7.0.14
		CMA	6.0.1
		DMA	5.0
SIP phones	Polycom	Soundpoint IP670	4.0.2B
SIP Server	Polycom	DMA	5.0
		UMX1000	1.0.0.0
Recording servers	Polycom	RSS series	8.0

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